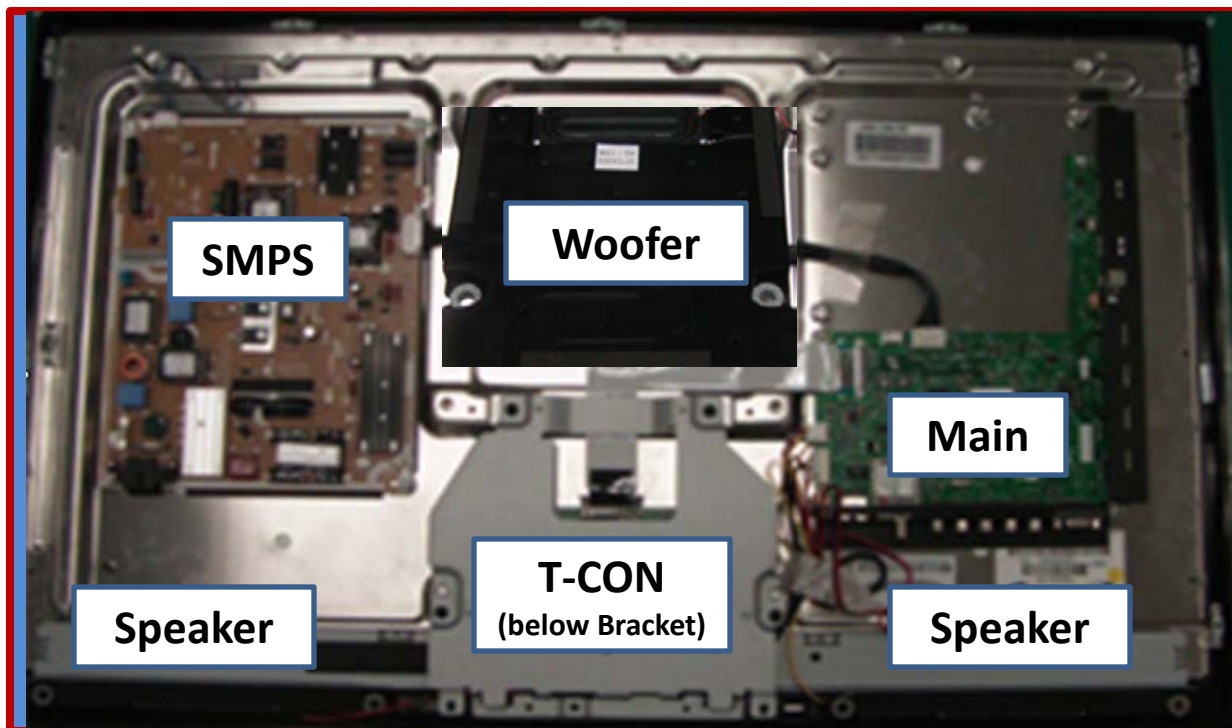




SERVICE BULLETINS

10-TV-A024

TV screen (display) lights up faint grey when it passed 45 minutes after turning off TV

<u>Version</u>	<u>Parts No</u>	<u>Short</u>
ALL	BN44-00357A	SMPS
GA01	BN94-03498T	Main PCB
AA02	BN94-04163G	Main PCB
ALL	BN96-13047E	B
GA01	BN96-13686A	T-CON PCB
AA02	BN07-00933A	Panel
GA01	BN95-00384A	Panel
ALL	BN96-12763A	Stand Base
ALL	BN96-12887F	Front Cover
ALL	BN96-12915B	Rear Cover
ALL	BN96-13131E	Stand Guide
ALL	3903-000525	Power Cord
ALL	BN40-00172A	Tuner
ALL	BN59-01031A	Remote
ALL	BN96-12941D	Speaker Front
ALL	BN96-12965A	Speaker Rear
ALL	BN96-13171M	LVDS Cable

HELP : 1-888-751-4086 (Tech Support)
1-866-894-0637 (FE)

GSPN
<http://gspn3.samsungcsportal.com>

PLUS ONE
<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3.4)

Other: No Test Patterns in Service Mode or not displaying correctly.

Solution: Upgrade Firmware.

FIRMWARE

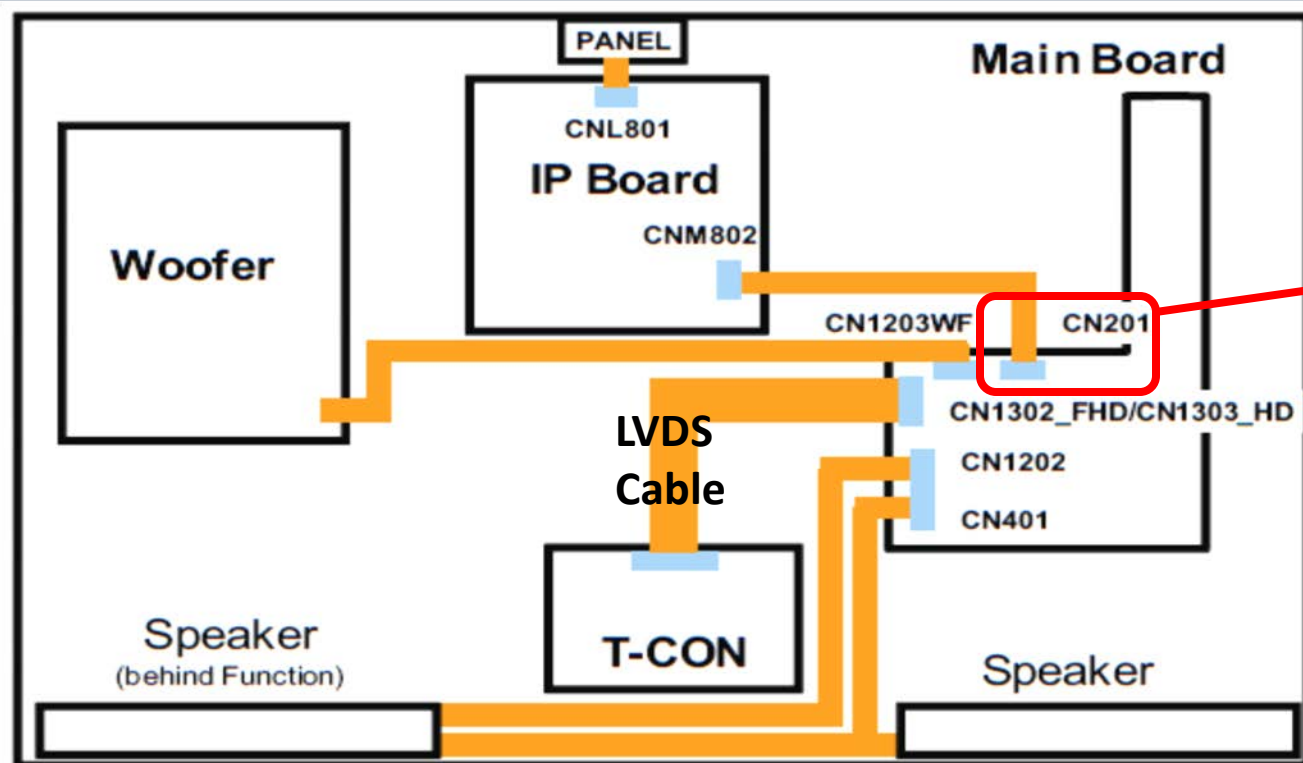
Please check for latest update!
10/18/2010

"2010 LED Firmware for SX1 & X4 (T-TDT5AUSC, 1016.3/ T-MSX5AUSC, 2006.0)"

Reason: This firmware will prevent:
Distorted picture on 70Hz, 75Hz & on DTV PIP with 1080i

Previous: 9/3/2010 (1014.1/2004.1) for picture noise on specific channels.

Please check GSPN for parts update!



C N 2 0 1	S I G.	P I N	S I G.
1	B12V	10	GND
2	A5V	11	GND
3	B12V	12	H_OUT
4	A5V	13	B13V
5	B5V	14	PWM Dimming
6	B5V	15	B13V
7	B5V	16	SW_INV
8	GND	17	B13V
9	GND	18	IP_DET

Power On Sequence:

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS_ON)
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source
(external DVD or Signal Generator)

2. Using Test Patterns in Service Mode

- **ENTER SERVICE MODE** -

- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

Customer Remote

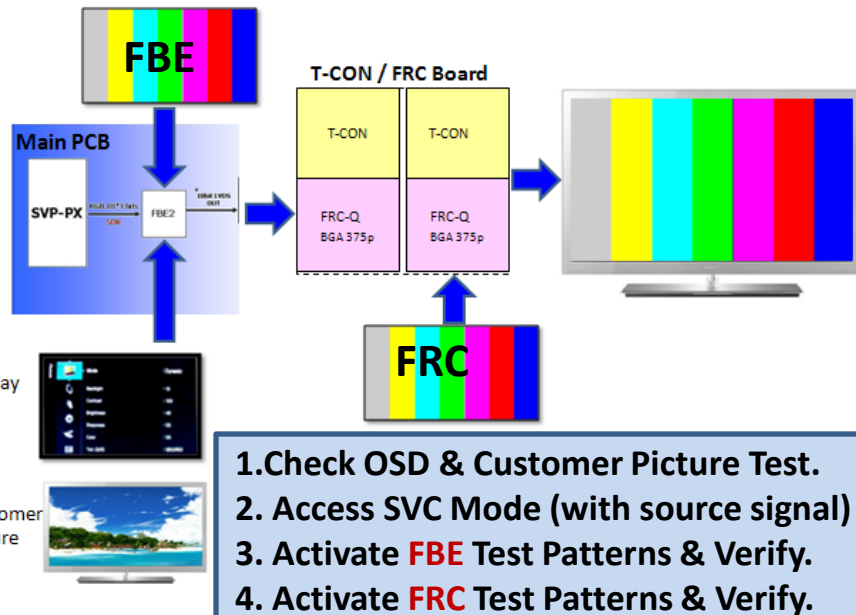
- Power off
- Mute, 182, Power

Service Remote

- Power On
- Info, Factory

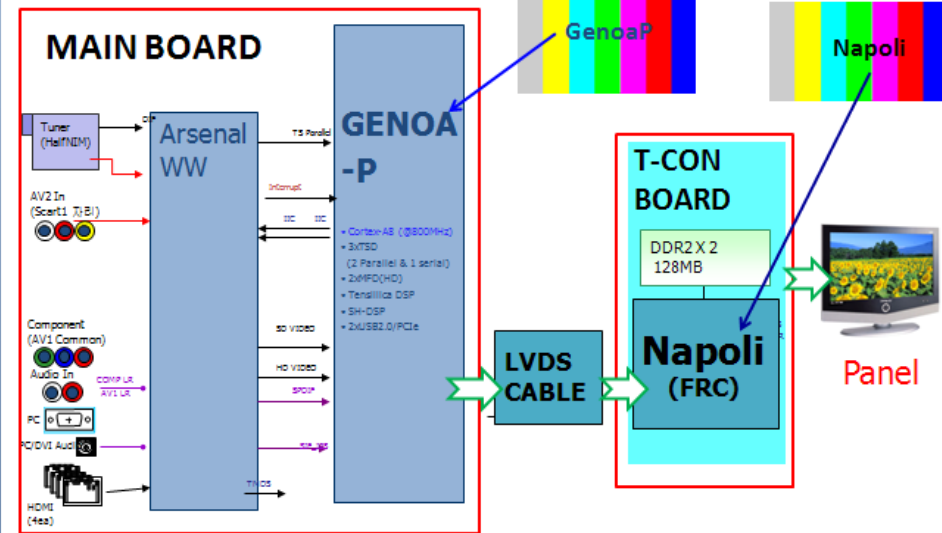
2010 Models

LCD Signal Path for Troubleshooting



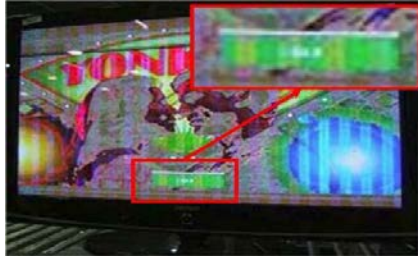
2011 LED 8000 Series

Verify Test Mode Signals



- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access **SVC**
- Access **Test Patterns**
- Access **Genoa-P**
- Check Test Patterns
- If OK suspect input Source
- Access **Napoli**
- Check Test Patterns
- If OK and Genoa-P was not good
Suspect Main Board or LVDS Cable

ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors
Defective Main Board, LVDS,
or T-CON



Green lines or a green screen
defective main board , LVDS , or
T-CON.

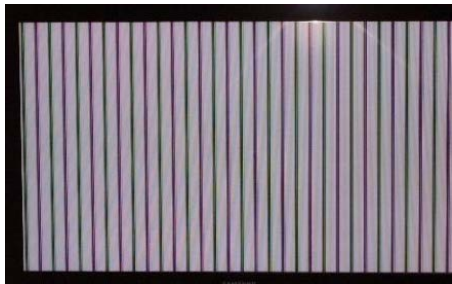


Original Image



Image on Screen

Pixelization can be caused by the main board
but is more commonly a source error



Vertical or Horizontal Lines :Defective
Panel likely but also T-CON, LVDS, or Main
Board. Use Test Patterns in Factory Service
Mode to determine error)

De-lamination: PANEL
FAILURE

ALIGNMENTS:

1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY STATE

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	50"
9	Exhibition Mode	Off	Off

Option Bytes

Factory Reset	
Type	50HSHB4
Model	PB550
TUNER	ALPS
Region	US
DDR	SAMSUNG
Light Effect	Off
Inch	50"
Exhibition Mode	Off

Option									
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Front Color	Local Set	Exhibition Mode
50HHcD4	PC450	Xugang	US	ETRON	OFF	TAS5715	S-R-BLK	other	OFF
50HHcD4	PC450	Xugang	US	ETRON	OFF	TAS5715	S-R-BLK	other	OFF

Model Code	Side Label	Part No.		
		Panel Module	Main B'd	Power
PN50C450B1DXZA	NY01	BN96-12706A	BN96-14709B	BN44-00330A
	NY02	BN96-12707A	BN96-14709B	BN44-00330A

2. Check/Perform Firmware Upgrade for all repairs.

3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all
Settings if Main Board or Panel is replaced.